

☒ CalSAWS M&E☐ CalWIN Migration

<b>Distribution Date:</b>	January 11, 2022
<b>To:</b>	PPOC.40; Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>Scheduled Downtime Notification</b>
<b>From:</b>	CalSAWS Project

**PPOCs, please forward to the appropriate impacted staff in your county:**

- |   |   |
|---|---|
| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input checked="" type="checkbox"/> BenefitsCal<br><input checked="" type="checkbox"/> CalSAWS Application<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
|---|---|

Description: (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to notify CalSAWS Counties of the scheduled downtime window and the services impacted during the downtime.</p> <p><b>Background</b></p> <p>CalSAWS application is scheduled for system maintenance on Sunday, January 23, 2022 from 06:00 AM to 03:00 PM.</p> <p><b>Additional Information</b></p> <ul style="list-style-type: none"> <li>During this period, the CalSAWS application and YourBenefitsNow (YBN) application will be unavailable to users. Users will be redirected to a "Read Only" version of the CalSAWS application.</li> <li>BenefitsCal will be placed in offline mode: transactions will be queued and processed upon completion of maintenance activities. EBT balance and case information may not be available to view from BenefitsCal.</li> <li>Services impacted during the downtime:</li> </ul> <table border="1"> <tr> <td>CalSAWS Application</td><td>X</td></tr> <tr> <td>BenefitsCal</td><td>X</td></tr> <tr> <td>YBN</td><td>X</td></tr> <tr> <td>DPSS Mobile App</td><td>X</td></tr> <tr> <td>OCCAT Application</td><td>X</td></tr> </table>	CalSAWS Application	X	BenefitsCal	X	YBN	X	DPSS Mobile App	X	OCCAT Application	X
CalSAWS Application	X										
BenefitsCal	X										
YBN	X										
DPSS Mobile App	X										
OCCAT Application	X										

	<table border="1"> <tr><td>Learning Management System (LMS)</td><td></td></tr> <tr><td>CalSAWS Training</td><td></td></tr> <tr><td>ServiceNow</td><td></td></tr> <tr><td>Batch</td><td></td></tr> <tr><td>Reports/Dashboards</td><td>X</td></tr> <tr><td>Imaging</td><td>X</td></tr> <tr><td>Tasks</td><td>X</td></tr> <tr><td>IVR</td><td>X</td></tr> <tr><td>Contact Center</td><td>X</td></tr> <tr><td>Lobby Management</td><td></td></tr> <tr><td>EBT</td><td>X</td></tr> <tr><td>NOAs / Forms</td><td>X</td></tr> <tr><td>Central Print</td><td></td></tr> </table> <p><b>County Action</b></p> <p>Workers are advised to plan their work considering the system maintenance schedule.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>	Learning Management System (LMS)		CalSAWS Training		ServiceNow		Batch		Reports/Dashboards	X	Imaging	X	Tasks	X	IVR	X	Contact Center	X	Lobby Management		EBT	X	NOAs / Forms	X	Central Print	
Learning Management System (LMS)																											
CalSAWS Training																											
ServiceNow																											
Batch																											
Reports/Dashboards	X																										
Imaging	X																										
Tasks	X																										
IVR	X																										
Contact Center	X																										
Lobby Management																											
EBT	X																										
NOAs / Forms	X																										
Central Print																											
Primary Project Contact: (Name and email address)	<p>Questions can be sent to:</p> <p>Mike Tombakian &lt;<a href="mailto:TombakianH@CalSAWS.org">TombakianH@CalSAWS.org</a>&gt; or</p> <p>Anand Kulkarni &lt;<a href="mailto:DattatriKulkarniA@CalSAWS.org">DattatriKulkarniA@CalSAWS.org</a>&gt;</p>																										
Backup Project Contact: (Name and email address)	<p>Grady Howe &lt;<a href="mailto:HoweG@CalSAWS.org">HoweG@CalSAWS.org</a>&gt; or</p> <p>Ted Anderson &lt;<a href="mailto:AndersonT@CalSAWS.org">AndersonT@CalSAWS.org</a>&gt;</p>																										
Attachments:	None																										
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2022" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>																										